

## HOUSING SERVICES MANAGER

## Purpose:

To actively support and uphold the City's stated mission and values. To supervise the activities and operations of the City's Assisted Housing Programs; to provide responsible administrative support to the Community Development Director.

# **Supervision Received and Exercised:**

Receives general supervision from the Community Development Director.

Exercises direct supervision over technical and clerical staff.

## **Essential Functions:**

Duties may include, but are not limited to, the following:

- Direct and supervise staff performing services related to the day-to-day operation of the assisted housing programs administered by the Housing Services Division.
- Direct studies and prepare recommendations regarding program development.
- Plan and review staff work related to the department's budget.
- Review, revise and develop departmental policies and operating procedures.
- Consult with other governmental officials regarding the operation of housing and development programs.
- Negotiate resolutions of problems and contractual agreements, both internal and external to the organization.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

#### CITY OF TEMPE

Housing Services Manager (continued)

- Select, train, motivate and evaluate staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Respond to and resolve difficult and sensitive inquiries, complaints and requests for services from citizens, tenants, landlords, contractors, applicants, clients, property owners and the U.S. Department of Housing & Urban Development in an open and creative manner.
- Supervise the Homeless Coordinator and related programs.
- Determine administrative program and section changes, such as plan changes and procedural manual updates. Secure grant to hire staff and administer new programs.
- Work with the Grants Accountant on budgetary issues for the division.
- Responsible for year-end reporting and annual reports for City Council, HUD, and other agencies for the sections programs.
- Complete administrative tasks such as Section 8 year-end settlements, CAPER submittals, budget monitoring schedules, sub-recipient monitoring, TCC presentations, Agency Plan reviews, CDBG and Section 8 reporting, and Action Plan reporting.
- Communicate and provide information to the public regarding housing assistance, home improvement programs, affordable housing programs, and fair housing programs through correspondence, interviews and telephone calls.
- Direct, oversee and participate in the development of the division work plan; assign work activities, projects and programs; implement policies and procedures.
- Analyze, develop and present recommendations on complex housing issue proposals and provide technical expertise in the formulation of recommendations.
- Participate in the departmental budget process.
- Recommend and participate in the development of goals and procedures.
- Perform related duties as assigned.

# CITY OF TEMPE Housing Services Manager (continued)

### **Minimum Qualifications:**

## **Experience:**

Four years of increasingly responsible experience in subsidized housing or community development (CDBG) programs, social or community service agencies, including some administrative and/or supervisory responsibility. Experience with Section 8 and/or CDBG/HOME programs is preferred.

#### **Education:**

Equivalent to a Bachelors degree from an accredited college or university with major course work in social work, human services, sociology, public administration, or a related field.

#### Licenses/Certifications:

None

## **Examples of Physical and/or Mental Activities:**

None

### **Competencies:**

None

Job Code: 421

Status: Exempt/ Classified